Ref #	Hits	Search Query	DBs	Default Operator	Plurals	Time Stamp
L1	542	(updat$4 or upload$5 or record$3) NEAR4 (vehicle$2 or automobile$2 or car) NEAR4 (maintenance or service)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/01/06 11:05
L2	199	(updat$4 or upload$5 or record$3) NEAR2 (vehicle$2 or automobile$2 or car) NEAR2 (maintenance or service)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/01/06 11:19
L3	185	(vehicle$2 or automobile$2 or car or fleet) NEAR2 (maintenance or service) NEAR2 (record$2)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/01/06 11:19
L4	303	(vehicle$2 or automobile$2 or car or fleet) NEAR2 (maintenance or service) NEAR2 (record$2 or history or histories)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/01/06 11:19
L5	86	4 AND ((oil NEAR2 chang$4) or (body ADJ work) or alignment)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/01/06 11:50
L6	0	(e-mail$5 or (e ADJ mail$5) or email$5 or automatic$5 or electronic$5) NEAR3 (service or maintenance or (oil NEAR2 change)) NEAR3 (remind$5 or alert$5) NEAR5 (history or histories or record or records) NEAR3 (vehicle$2 or automobile$2)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/01/06 11:52
L7	8603	(e-mail$5 or (e ADJ mail$5) or email$5 or automatic$5 or electronic$5) SAME (service or maintenance or (oil NEAR2 change)) SAME (remind$5 or alert$5) (history or histories or record or records) NEAR3 (vehicle$2 or automobile$2)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/01/06 11:53
L8	33	(e-mail$5 or (e ADJ mail$5) or email$5 or automatic$5 or electronic$5) SAME (service or maintenance or (oil NEAR2 change)) SAME (remind$5 or alert$5) SAME (history or histories or record or records) SAME (vehicle$2 or automobile$2)\	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/01/06 11:53

(Handwritten annotations in left margin: "Kwic" next to L2, "Kwic" next to L3, "Kwic" next to L5, "Kwic" next to L8; L2, L3, L5, and L8 are circled.)

KnC

| L9 | 33 | (e-mail$5 or (e ADJ mail$5) or email$5 or automatic$5 or electronic$5) SAME (service or maintenance or (oil NEAR2 change)) SAME (remind$5 or alert$5) SAME (history or histories or record or records) SAME (vehicle$2 or automobile$2) | US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB | OR | OFF | 2005/01/06 11:53 |

Ref #	Hits	Search Query	DBs	Default Operator	Plurals	Time Stamp
L1	14	(store or stored or storing or record$4) NEAR4 (time or times or date or dates) NEAR4 (oil ADJ chang$4)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/01/06 14:35
L2	68	(store or stored or storing or record$4) NEAR4 (time or times or date or dates) NEAR4 (vehicle$2 or automobile$2) NEAR4 (maintenance$2 or service$2)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/01/06 14:37

KMC

KMC

Your SELECT statement is:
    s ((web()(site or page))(5n)(vehicle? ? or automobile? ?)(4n)(history or
histories or record or records)(10n)(maintenance or repair or repairs or
oil()change? ?)) not py>1999

```
          Items    File
          -----    ----
              2       9: Business & Industry(R)_Jul/1994-2005/Jan 05
              1      13: BAMP_2005/Dec W4
              1      15: ABI/Inform(R)_1971-2005/Jan 06
              4      16: Gale Group PROMT(R)_1990-2005/Jan 06
Processing
              2      20: Dialog Global Reporter_1997-2005/Jan 06
              1  .   47: Gale Group Magazine DB(TM)_1959-2005/Jan 06
    Examined  50 files
    Examined 100 files
              3     148: Gale Group Trade & Industry DB_1976-2005/Jan 06
    Examined 150 files
              1     256: TecInfoSource_82-2004/Dec
              2     275: Gale Group Computer DB(TM)_1983-2005/Jan 06
    Examined 200 files
    Examined 250 files
    Examined 300 files
              1     484: Periodical Abs Plustext_1986-2005/Jan W1
    Examined 350 files
              1     553: Wilson Bus. Abs. FullText_1982-2004/Sep
              1     570: Gale Group MARS(R)_1984-2005/Jan 06
    Examined 400 files
              2     613: PR Newswire_1999-2005/Jan 05
              1     647: CMP  Computer Fulltext_1988-2005/Dec W3
    Examined 450 files
              1     674: Computer News Fulltext_1989-2004/Dec W2
              1     713: Atlanta J/Const._1989-2005/Jan 06
    Examined 500 files
              1     810: Business Wire_1986-1999/Feb 28
    Examined 550 files
Processing
Processing
```

    17 files have one or more items; file list includes 561 files.
    One or more terms were invalid in 105 files.

```
Set      Items   Description
S1         26    ((WEB()(SITE OR PAGE))(5N)(VEHICLE? ? OR AUTOMOBILE? ?)(4N-
                 )(HISTORY OR HISTORIES OR RECORD OR RECORDS)(10N)(MAINTENANCE
                 OR REPAIR OR REPAIRS OR OIL()CHANGE? ?)) NOT PY>1999
S2         11    RD (unique items)
```

KwC

File   9:Business & Industry(R) Jul/1994-2005/Jan 05
          (c) 2005 The Gale Group
File 13:BAMP 2005/Dec W4
          (c) 2005 The Gale Group
File 15:ABI/Inform(R) 1971-2005/Jan 06
          (c) 2005 ProQuest Info&Learning
File 16:Gale Group PROMT(R) 1990-2005/Jan 06
          (c) 2005 The Gale Group
File 20:Dialog Global Reporter 1997-2005/Jan 06
          (c) 2005 The Dialog Corp.
File 47:Gale Group Magazine DB(TM) 1959-2005/Jan 06
          (c) 2005 The Gale group
File 148:Gale Group Trade & Industry DB 1976-2005/Jan 06
          (c)2005 The Gale Group
File 256:TecInfoSource 82-2004/Dec
          (c) 2004 Info.Sources Inc
File 275:Gale Group Computer DB(TM) 1983-2005/Jan 06
          (c) 2005 The Gale Group
File 484:Periodical Abs Plustext 1986-2005/Jan W1
          (c) 2005 ProQuest
File 553:Wilson Bus. Abs. FullText 1982-2004/Sep
          (c) 2004 The HW Wilson Co
File 570:Gale Group MARS(R) 1984-2005/Jan 06
          (c) 2005 The Gale Group
File 613:PR Newswire 1999-2005/Jan 05
          (c) 2005 PR Newswire Association Inc
File 647:CMP Computer Fulltext 1988-2005/Dec W3
          (c) 2005 CMP Media, LLC
File 674:Computer News Fulltext 1989-2004/Dec W2
          (c) 2004 IDG Communications
File 713:Atlanta J/Const. 1989-2005/Jan 06
          (c) 2005 Atlanta Newspapers
File 810:Business Wire 1986-1999/Feb 28
          (c) 1999 Business Wire

Your SELECT statement is:
    s (e-mail? or e()mail? or email? or automatic? or
electronic?)(3n)(service or maintenance or oil()change? ?)(3n)(remind? or
alert?)(5n)(history or histories or record or records)(3n)(vehicle? ? or
automobile? ?)

```
            Items   File
            -----   ----
                1      9: Business & Industry(R)_Jul/1994-2005/Jan 05
                1     15: ABI/Inform(R)_1971-2005/Jan 06
                6     16: Gale Group PROMT(R)_1990-2005/Jan 06
Processing
               11     20: Dialog Global Reporter_1997-2005/Jan 06
        Examined  50 files
        Examined 100 files
               10    148: Gale Group Trade & Industry DB_1976-2005/Jan 06
                1    211: Gale Group Newsearch(TM)_2005/Jan 06
        Examined 150 files
        Examined 200 files
                1    348: EUROPEAN PATENTS_1978-2004/Dec W04
                1    349: PCT FULLTEXT_1979-2002/UB=20041230,UT=20041223
        Examined 250 files
                5    432: Tampa Tribune_1998-2005/Jan 02
        Examined 300 files
                1    484: Periodical Abs Plustext_1986-2005/Jan W1
        Examined 350 files
        Examined 400 files
                4    610: Business Wire_1999-2005/Jan 06
                3    613: PR Newswire_1999-2005/Jan 05
                1    619: Asia Intelligence Wire_1995-2005/Jan 01
                6    621: Gale Group New Prod.Annou.(R)_1985-2005/Jan 06
                1    636: Gale Group Newsletter DB(TM)_1987-2005/Jan 06
                6    649: Gale Group Newswire ASAP(TM)_2005/Dec 29
Processing
                1    654: US Pat.Full._1976-2005/Han 04
        Examined 450 files
                1    674: Computer News Fulltext_1989-2004/Dec W2
        Examined 500 files
                1    767: Frost & Sullivan Market Eng_2005/Jan
                1    781: ProQuest Newsstand_1998-2005/Jan 06
                1    810: Business Wire_1986-1999/Feb 28
        Examined 550 files
                3    990: NewsRoom Current_Oct 1 -2005/Jan 06
                1    991: NewsRoom 2004 Jan 1-2004/Sep 30
Processing
                2    992: NewsRoom 2003
                3    993: NewsRoom 2002
                1    994: NewsRoom 2001
                2    995: NewsRoom 2000
```

    27 files have one or more items; file list includes 561 files.
    One or more terms were invalid in 2 files.

```
Set      Items    Description
S1         76     (E-MAIL? OR E()MAIL? OR EMAIL? OR AUTOMATIC? OR ELECTRONIC-
                  ?)(3N)(SERVICE OR MAINTENANCE OR OIL()CHANGE? ?)(3N)(REMIND? -
                  OR ALERT?)(5N)(HISTORY OR HISTORIES OR RECORD OR RECORDS)(3N)-
                  (VEHICLE? ? OR AUTOMOBILE? ?)
S2         33     RD (unique items)
S3          4     S2 NOT PY>1999
```

(handwritten notes: "S2", "kwic" near S3, S2 and S3 circled)

```
File   9:Business & Industry(R) Jul/1994-2005/Jan 05
          (c) 2005  The Gale Group
File  15:ABI/Inform(R) 1971-2005/Jan 06
          (c) 2005 ProQuest Info&Learning
File  16:Gale Group PROMT(R) 1990-2005/Jan 06
          (c) 2005 The Gale Group
File  20:Dialog Global Reporter 1997-2005/Jan 06
          (c) 2005 The Dialog Corp.
File 148:Gale Group Trade & Industry DB 1976-2005/Jan 06
          (c)2005 The Gale Group
File 211:Gale Group Newsearch(TM) 2005/Jan 06
          (c) 2005 The Gale Group
File 348:EUROPEAN PATENTS 1978-2004/Dec W04
          (c) 2005 European Patent Office
File 349:PCT FULLTEXT 1979-2002/UB=20041230,UT=20041223
          (c) 2004 WIPO/Univentio
File 432:Tampa Tribune 1998-2005/Jan 02
          (c) 2005 Tampa Tribune
File 484:Periodical Abs Plustext 1986-2005/Jan W1
          (c) 2005 ProQuest
File 610:Business Wire 1999-2005/Jan 06
          (c) 2005 Business Wire.
File 613:PR Newswire 1999-2005/Jan 05
          (c) 2005 PR Newswire Association Inc
File 619:Asia Intelligence Wire 1995-2005/Jan 01
          (c) 2005 Fin. Times Ltd
File 621:Gale Group New Prod.Annou.(R) 1985-2005/Jan 06
          (c) 2005 The Gale Group
File 636:Gale Group Newsletter DB(TM) 1987-2005/Jan 06
          (c) 2005 The Gale Group
File 649:Gale Group Newswire ASAP(TM) 2005/Dec 29
          (c) 2005 The Gale Group
File 654:US Pat.Full. 1976-2005/Han 04
          (c) Format only 2005 The Dialog Corp.
File 674:Computer News Fulltext 1989-2004/Dec W2
          (c) 2004 IDG Communications
File 767:Frost & Sullivan Market Eng 2005/Jan
          (c) 2005 Frost & Sullivan Inc.
File 781:ProQuest Newsstand 1998-2005/Jan 06
          (c) 2005 ProQuest Info&Learning
File 810:Business Wire 1986-1999/Feb 28
          (c) 1999 Business Wire
File 990:NewsRoom Current Oct 1 -2005/Jan 06
          (c) 2005 The Dialog Corporation
File 991:NewsRoom 2004 Jan 1-2004/Sep 30
          (c) 2005 The Dialog Corporation
File 992:NewsRoom 2003
          (c) 2005 The Dialog Corporation
File 993:NewsRoom 2002
          (c) 2005 The Dialog Corporation
File 994:NewsRoom 2001
          (c) 2005 The Dialog Corporation
File 995:NewsRoom 2000
          (c) 2004 The Dialog Corporation
```

```
Your SELECT statement is:
    s ((consumer()reports) and ((rate? or feedback)(3n)(automobile? ? or
vehicle? ?)) and (forecast? or predict?)) not py>1999

             Items    File
             -----    ----
                1     13: BAMP_2005/Dec W4
                6     15: ABI/Inform(R)_1971-2005/Jan 05
                1     20: Dialog Global Reporter_1997-2005/Jan 05
>>>BEGIN failed--unable to open file
 47: Gale Group Magazine DB(TM)_1959-2005/Jan 04
>>>Unable to open file; SELECT not performed on this file.
                8     75: TGG Management Contents(R)_86-2004/Dec W1
        Examined  50 files
                3     88: Gale Group Business A.R.T.S._1976-2005/Jan 03
        Examined 100 files
                7    148: Gale Group Trade & Industry DB_1976-2005/Jan 05
                1    149: TGG Health&Wellness DB(SM)_1976-2004/Nov W3
                3    180: Federal Register_1985-2005/Jan 04
        Examined 150 files
        Examined 200 files
                1    349: PCT FULLTEXT_1979-2002/UB=20041230,UT=20041223
        Examined 250 files
                1    444: New England Journal of Med._1985-2004/Dec W4
        Examined 300 files
                1    471: New York Times Fulltext 1980-2005/Jan 05
                4    484: Periodical Abs Plustext_1986-2005/Jan W1
                1    498: Detroit Free Press_1987-2004/Dec 30
        Examined 350 files
                3    545: Investext(R)_1982-2005/Jan 05
                2    553: Wilson Bus. Abs. FullText_1982-2004/Sep
        Examined 400 files
                2    608: KR/T Bus.News._1992-2005/Jan 05
                1    634: San Jose Mercury_ Jun 1985-2004/Dec 31
                1    635: Business Dateline(R)_1985-2005/Jan 05
                6    646: Consumer Reports_1982-2004/Dec
        Examined 450 files
                1    703: USA Today_1989-2005/Jan 05
                1    707: The Seattle Times_1989-2005/Jan 02
                1    716: Daily News Of L.A._1989-2004/Dec 31
               10    727: Canadian Newspapers_1990-2005/Jan 05
                1    731: Philad.Dly.News_1983- 2004/Dec 31
        Examined 500 files
                1    743: (New Jersey)The Record_1989-2005/Jan 04
RDR FILE 0667 SENT TO   DLGDUMP  RDR AS  0667 RECS 4368 CPY  001 V NOHOLD NOKEEP
Command complete
Abnormal System Termination.
```

```
Set      Items    Description
S1         68     ((CONSUMER()REPORTS) AND ((RATE? OR FEEDBACK)(3N)(AUTOMOBI-
                  LE? ? OR VEHICLE? ?)) AND (FORECAST? OR PREDICT?)) NOT PY>1999
S2         49     RD (unique items)
S3         14     S2 AND ((PREDICT? OR FORECAST?)(2N)RELIABILITY)
S4          2     S3 AND (RELIABILITY(4N)(VEHICLE? ? OR AUTOMOBILE? ?))
S5          0     S2 AND (FEEDBACK(2N)(READER? ? OR SUBSCRIBER? ?))
S6         13     S2 AND (READER? ? OR SUBSCRIBER? ?)
```
Kric

```
File  13:BAMP 2005/Dec W4
         (c) 2005  The Gale Group
File  15:ABI/Inform(R) 1971-2005/Jan 05
         (c) 2005 ProQuest Info&Learning
File  20:Dialog Global Reporter 1997-2005/Jan 05
         (c) 2005 The Dialog Corp.
File  75:TGG Management Contents(R) 86-2004/Dec W1
         (c) 2004 The Gale Group
File  88:Gale Group Business A.R.T.S. 1976-2005/Jan 03
         (c) 2005 The Gale Group
File 148:Gale Group Trade & Industry DB 1976-2005/Jan 05
         (c)2005 The Gale Group
File 149:TGG Health&Wellness DB(SM) 1976-2004/Nov W3
         (c) 2004 The Gale Group
File 180:Federal Register 1985-2005/Jan 04
         (c) 2005 format only The DIALOG Corp
File 349:PCT FULLTEXT 1979-2002/UB=20041230,UT=20041223
         (c) 2004 WIPO/Univentio
File 444:New England Journal of Med. 1985-2004/Dec W4
         (c) 2004 Mass. Med. Soc.
File 471:New York Times Fulltext 1980-2005/Jan 05
         (c) 2005 The New York Times
File 484:Periodical Abs Plustext 1986-2005/Jan W1
         (c) 2005 ProQuest
File 498:Detroit Free Press 1987-2004/Dec 30
         (c) 2005 Detroit Free Press Inc.
File 545:Investext(R) 1982-2005/Jan 05
         (c) 2005 Thomson Financial Networks
File 553:Wilson Bus. Abs. FullText 1982-2004/Sep
         (c) 2004 The HW Wilson Co
File 608:KR/T Bus.News. 1992-2005/Jan 05
         (c)2005 Knight Ridder/Tribune Bus News
File 634:San Jose Mercury  Jun 1985-2004/Dec 31
         (c) 2005 San Jose Mercury News
File 635:Business Dateline(R) 1985-2005/Jan 05
         (c) 2005 ProQuest Info&Learning
File 646:Consumer Reports 1982-2004/Dec
         (c) 2004 Consumer Union
File 703:USA Today 1989-2005/Jan 05
         (c) 2005 USA Today
File 707:The Seattle Times 1989-2005/Jan 02
         (c) 2005 Seattle Times
File 716:Daily News Of L.A. 1989-2004/Dec 31
         (c) 2005 Daily News of Los Angeles
File 727:Canadian Newspapers 1990-2005/Jan 05
         (c) 2005 Southam Inc.
File 731:Philad.Dly.News 1983- 2004/Dec 31
         (c) 2004 Philadelphia Newspapers Inc
File 743:(New Jersey)The Record 1989-2005/Jan 04
```

Your SELECT statement is:
    s (survey? or questionnaire? ? or feedback)(5n)((body or repair or
automotive or vehicle or automobile or collision)(2n)(shop or shops or
garage? ? or center? ?)) and (forecast? or predict?)

            Items   File
            -----   ----
                1   5: Biosis Previews(R)_1969-2004/Dec W3
                1   6: NTIS_1964-2004/Dec W4
                2   7: Social SciSearch(R)_1972-2005/Jan W1
                1   9: Business & Industry(R)_Jul/1994-2005/Jan 04
                1   11: PsycINFO(R)_1887-2004/Dec W4
                9   15: ABI/Inform(R)_1971-2005/Jan 05
                5   16: Gale Group PROMT(R)_1990-2005/Jan 05
                4   20: Dialog Global Reporter_1997-2005/Jan 05
                2   34: SciSearch(R) Cited Ref Sci_1990-2005/Jan W1
                1   48: SPORTDiscus_1962-2004/Feb
                2   63: Transport Res(TRIS)_1970-2004/
                2   73: EMBASE_1974-2004/Dec W4
                1   75: TGG Management Contents(R)_86-2004/Dec W1
        Examined 50 files
                1   81: MIRA - Motor Industry Research_2001-2004/Nov
                3   88: Gale Group Business A.R.T.S._1976-2005/Jan 03
        Examined 100 files
                1   144: Pascal_1973-2004/Dec W1
                5   148: Gale Group Trade & Industry DB_1976-2005/Jan 05
                2   149: TGG Health&Wellness DB(SM)_1976-2004/Nov W3
                2   155: MEDLINE(R)_1951-2005/Dec W2
                3   156: ToxFile_1965-2004/Nov W2
                1   164: Allied & Complementary Medicine_1984-2004/Dec
                3   180: Federal Register_1985-2005/Jan 04
                3   211: Gale Group Newsearch(TM)_2005/Jan 05
        Examined 150 files
        Examined 200 files
                1   348: EUROPEAN PATENTS_1978-2004/Dec W03
                3   349: PCT FULLTEXT_1979-2002/UB=20041230,UT=20041223
                1   387: The Denver Post_1994-2005/Jan 04
        Examined 250 files
                3   440: Current Contents Search(R)_1990-2005/Jan 05
                1   444: New England Journal of Med._1985-2004/Dec W4
        Examined 300 files
                1   476: Financial Times Fulltext_1982-2005/Jan 05
                3   484: Periodical Abs Plustext_1986-2005/Jan W1
                2   485: Accounting & Tax DB_1971-2004/Dec W4
        Examined 350 files
                2   553: Wilson Bus. Abs. FullText_1982-2004/Sep
                2   570: Gale Group MARS(R)_1984-2005/Jan 05
                1   583: Gale Group Globalbase(TM)_1986-2002/Dec 13
        Examined 400 files
>>>I/O error in file 605
                3   608: KR/T Bus.News._1992-2005/Jan 05
                1   613: PR Newswire_1999-2005/Jan 03
                1   618: Xinhua News_1999-2005/Jan 05
                1   620: EIU:Viewswire_2005/Jan 04
                1   635: Business Dateline(R)_1985-2005/Jan 05
                1   636: Gale Group Newsletter DB(TM)_1987-2005/Jan 05
Processing
                9   654: US Pat.Full._1976-2005/Han 04
        Examined 450 files
                1   701: St Paul Pioneer Pr Apr_1988-2004/Dec 26
                2   702: Miami Herald_1983-2004/Dec 31
                2   710: Times/Sun.Times(London)_Jun 1988-2004/Dec 31
                1   714: (Baltimore) The Sun_1990-2004/Dec 31
                1   727: Canadian Newspapers_1990-2005/Jan 05
                1   728: Asia/Pac News_1994-2005/Jan W1
        Examined 500 files
                1   735: St. Petersburg Times_1989- 2005/Jan 02
RDR FILE 0666 SENT TO   DLGDUMP RDR AS 0666 RECS 4368 CPY 001 V NOHOLD NOKEEP
Command complete

```
Your SELECT statement is:
   s (survey?(5n)((repair or collision or auto or automotive)(2n)(shop or
shops or technician or technicians or center or centers or garage or
garages))(8n)reliability)

           Items    File
           -----    ----
               2     20: Dialog Global Reporter_1997-2005/Jan 05
       Examined  50 files
       Examined 100 files
       Examined 150 files
               1    258: AP News Jul_2000-2005/Jan 05
       Examined 200 files
       Examined 250 files
       Examined 300 files
       Examined 350 files
       Examined 400 files
>>>I/O error in file 605
               1    703: USA Today_1989-2005/Jan 04
       Examined 450 files
RDR FILE 0655 SENT TO   DLGDUMP  RDR AS  0655 RECS 4647 CPY  001 V NOHOLD NOKEEP
Command complete
Abnormal System Termination.
```

```
Your SELECT statement is:
   s (morgan()company) and (automotive()(research or forecast or
forecasts))

           Items    File
           -----    ----
Processing
Processing
        Examined  50 files
        Examined 100 files
        Examined 150 files
        Examined 200 files
        Examined 250 files
        Examined 300 files
                1    471: New York Times Fulltext 1980-2005/Jan 05
                1    483: Newspaper Abs Daily_1986-2005/Jan 04
        Examined 350 files
Processing
        Examined 400 files
        Examined 450 files
>>>I/O error in file 749
        Examined 500 files

   2 files have one or more items; file list includes 524 files.
   One or more terms were invalid in one file.
```

```
Your SELECT statement is:
    s (data()(mine or mined or mining or
warehous?))(5n)(statistics(3n)(automotive or repair or repairs))

            Items   File
            -----   ----
        Examined  50 files
        Examined 100 files
        Examined 150 files
        Examined 200 files
        Examined 250 files
        Examined 300 files
        Examined 350 files
        Examined 400 files
        Examined 450 files
        Examined 500 files
RDR FILE 0645 SENT TO   DLGDUMP  RDR AS  0645 RECS 4659 CPY  001 V NOHOLD NOKEEP
Command complete
Abnormal System Termination.
```

```
Your SELECT statement is:
    s (statistics(4n)(automotive)(3n)(repair? ? or maintenance))

          Items    File
          -----    ----
              1       1: ERIC_1966-2004/Jul 21
              2       9: Business & Industry(R)_Jul/1994-2005/Jan 04
              3      16: Gale Group PROMT(R)_1990-2005/Jan 05
              2      20: Dialog Global Reporter_1997-2005/Jan 05
              1      31: World Surface Coatings Abs_1976-2004/Dec
              3      47: Gale Group Magazine DB(TM)_1959-2005/Jan 04
      Examined  50 files
              4      88: Gale Group Business A.R.T.S._1976-2005/Jan 03
              1      95: TEME-Technology & Management_1989-2004/Jun W1
      Examined 100 files
              6     148: Gale Group Trade & Industry DB_1976-2005/Jan 05
              2     180: Federal Register_1985-2005/Jan 04
      Examined 150 files
      Examined 200 files
      Examined 250 files
      Examined 300 files
      Examined 350 files
              1     570: Gale Group MARS(R)_1984-2005/Jan 05
              1     577: Roanoke Times_1992-2004/Dec 31
      Examined 400 files
              1     608: KR/T Bus.News._1992-2005/Jan 05
              1     610: Business Wire_1999-2005/Jan 05
              1     621: Gale Group New Prod.Annou.(R)_1985-2005/Jan 05
              1     634: San Jose Mercury_ Jun 1985-2004/Dec 31
              1     636: Gale Group Newsletter DB(TM)_1987-2005/Jan 05
              1     640: San Francisco Chronicle_1988-2005/Jan 05
              2     649: Gale Group Newswire ASAP(TM)_2005/Dec 28
      Examined 450 files
              3     713: Atlanta J/Const._1989-2005/Jan 02
              2     717: The Washington Times_Jun 1989-2004/Dec 30
              1     718: Pittsburgh Post-Gazette_Jun 1990-2004/Dec 31
      Examined 500 files
RDR FILE 0642 SENT TO   DLGDUMP  RDR AS  0642 RECS 4645 CPY  001 V NOHOLD NOKEEP
Command complete
Abnormal System Termination.
```

```
Your SELECT statement is:
    s automotive()data()warehouse? ?

          Items    File
          -----    ----
              2     20: Dialog Global Reporter_1997-2005/Jan 05
      Examined  50 files
      Examined 100 files
      Examined 150 files
      Examined 200 files
      Examined 250 files
      Examined 300 files
      Examined 350 files
      Examined 400 files
              3    613: PR Newswire_1999-2005/Jan 03
Processing
      Examined 450 files
      Examined 500 files
RDR FILE 0641 SENT TO   DLGDUMP  RDR AS  0641 RECS 4364 CPY   001 V NOHOLD NOKEEP
Command complete
Abnormal System Termination.
```

Magazine takes annual look at cars, trucks
USA TODAY (US) - TUESDAY March 19, 1996
By: James R. Healey
Edition: FINAL   Section: MONEY   Page: 05B
Word Count: 286

MEMO:
NOTES: **CONSUMER   REPORTS** PICKS AND PANS; **Consumer   Reports** magazine
dedicates its April issue each year to cars and trucks. The magazine
evaluates vehicles based on editors' tests and **readers** ' experience with
similar models. It offers buying and leasing tips, and even lists used cars
to avoid. The April issue is the most popular: 5 million copies. That
includes 350,000 newsstand sales, triple normal. The April issue will be at
newsstands next Tuesday. On this page, USA TODAY auto writer James R.
Healey summarizes the magazine's findings and recommendations; See related
stories: 05B.

TEXT:
 Steer clear of Chrysler's 1996 Dodge and Plymouth Neon small cars, and
General Motors' '96 Cadillac Fleetwood luxury model, according to the April
 Consumer   Reports .

 The magazine expects those cars to be nearly twice as trouble-prone as
average, based on data from **readers** who own similar '93 - '95 models.

 In fact, avoid Cadillacs altogether, the magazine's new-car reliability
charts warn. **Consumer   Reports   forecasts** all '96 Caddy models will be
far more troublesome than average.

 The always-provocative reliability ratings are the heart of every April
issue. Ratings are strictly according to problems reported in surveys of
hundreds of thousands of **readers** .

 A separate chart **rates   vehicles** by how they score in the magazine's
tests of handling, braking, safety and so on. **Consumer   Reports** accepts
no ads. It buys the cars it tests, instead of borrowing them from
manufacturers, the customary way to obtain test cars.

 To make the recommended list, a car or truck must both score well on the
magazine's tests and have at least average reliability according to
 readers ' experiences.
The ratings schemes sometimes clash confusingly.

 For example, four nearly identical cars made by Chrysler are the top large
cars, according to test scores. But only one, Chrysler Concorde, is judged
reliable enough to be recommended. The others use the same parts and are
built at the same factory. But Chrysler LHS, Dodge Intrepid and Eagle
Vision are judged troublesome.

 ``Believe me, it jumped out at us,'' says magazine spokeswoman Rana Arons.
If **readers** continue to report different results for nearly identical
cars, she says, the magazine will try to figure out why.

 TEXT OF INFOBOX NOT AVAILABLE FOR DATABASE

CAPTION:
PHOTO, B/W, Lexus
 PHOTO, B/W, Chrysler

ABSTRACT: Interval Inc. will soon launch a web-based service designed to
strengthen the links between new-car dealers and their customers. For a
fee, the company will develop, update and maintain personalized Web pages
for each of a dealer's new-car owners using data from the dealership's
customer information database. New-car owners will be able to access their
sites and add specific data such as miles driven. The data will be used to
generate e-mail when it is time for service - which can be booked online -
along with specific vehicle pricing.

TEXT: Headnote:

Interval to offer personalized Web pages for new-car buyers, but dealers
must have sites
Claiming that new-car dealers need to work on post-sale support, Interval
Inc. next month will launch a Web-based service designed to strengthen the
links between dealers and their customers.

For a fee, the Santa Monica, Calif.-based company will develop, update and
maintain personalized Web pages for each of a dealer's new-car owners using
data from the dealership's customer information database.

New-car owners will be able to access their sites and add specific data
such as miles driven. The data will be used to generate e-mail when it's
time for **service** - which can be booked online -- along with **vehicle**
-specific pricing.

The site will provide users with an online **record** of their **vehicle** 's
 maintenance and **alert** users to **service** specials, sales promotions and
recall notices.

"We want to make the **vehicle** -ownership experience more convenient,
economical and enjoyable," said Interval President Michael Moskowitz.
Dealers struggle with post-sale customer relations and rely primarily on
direct mail to alert customers to the service and marketing information
that the Web page would handle, he added.
Interval's service is part of a trend among high-tech vendors to help
companies better equip their Web sites to provide more focused post-sale
customer service.

Interval's personalized page service will have one, key limitation: It will
be accessed through a link on the dealer's Web site, but just 61% of auto
dealers have Web sites, according to the latest research from the National
Automobile Dealers Association (NADA), a McLean, Va., group that represents
19,500 new-car dealers in the U.S.

"Dealers that do have Web sites need to look at every opportunity to boost
customer service," said a NADA spokesman.

He added that vendors like Interval have to make a solid business case for
their offerings to dealers so that it's very clear how the dealer will
benefit. Interval also would be well-- advised to stress that it keeps
customer data - the dealer's most valuable asset -- private and protected.

"My chief concern is providing anyone access to my internal customer
computer systems," said David Abatsis, owner of Acton Ford in Acton, Mass.
Abatsis' business has a Web site and will soon be able to communicate with
customers via e-mail if customers prefer that option to direct mail. "I

don't see the benefit [of Interval's Web service]. We already handle customer service through our Web site," he said.

Interval faces stiff competition in some areas. Independent, online car--shopping service powerhouses such as Microsoft Corp.'s CarPoint and Autobytel.com Inc. already offer personalized pages to car owners without requiring them to link through a dealer's site, said Chris DeNove, an analyst at J. D. Power and Associates in Agoura Hills, Calif.

Although hosted Web pages like those of CarPoint and Autobytel.com aren't linked to dealers, they provide many of the services Interval will provide, such as service reminders via e-mail, and some services Interval won't offer, such as the current value of the vehicle.

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0803070   BW1288

**REYNOLDS AND REYNOLDS: Reynolds and Reynolds New ERA2 System Offers
    Powerful   Solutions;   New   Solutions   Add   Power   To Industry's Leading
    Information System**

February 02, 1998

Ticker Symbol: REY
Byline: Business Editors, Computer/Electronics Writers
Dateline: NEW ORLEANS
Time: 07:37 PT
Word Count: 963

     NEW ORLEANS--(BUSINESS WIRE)--Feb. 2, 1998--The Reynolds and
Reynolds Company (NYSE:REY) today announced ERA2, a powerful new
dealership information system combining the proven performance of the
company's ERA system with exciting new technologies and solutions.
Headlining the newest solutions in ERA2 is ERA ConsumerLink, a
breakthrough in providing comprehensive, valuable information about a
dealership's customers to help build long-term relationships.
Another technological breakthrough for ERA2 is ERA Intellipath, the
first networked, intelligent laser printing solution ever offered in
the automotive retail industry. Later this year, ERA2 will add an
Interface to Microsoft NT, further enhancing the system's open
architecture environment and adding Internet connectivity for
seamless communications to consumers and third parties.
     "In today's dynamic automotive market, retailers need more value
from their information systems than just number crunching," said
Mark Brown, group vice president, Reynolds' Automotive Division.
"ERA2 continues to take information technology to the next level,
powering the retailer's sales, marketing and customer retention
activities. Best of all, ERA2 builds on the proven ERA platform,
which studies have shown delivers significantly stronger financial
results and rates highest in user satisfaction compared to other
widely available systems."
     ERA2 also incorporates many recent enhancements to the ERA
line-up; including ERALink(TM), ERA SalesVision(R), and the
powerful new ERA Advantage SC(TM) server.
     ERA(R) ConsumerLink: Strategic Marketing Capability
     ERA ConsumerLink can help dramatically improve retailers'
understanding of customers while helping improve their ability to
market to them, delight them and keep them for the long term. This
exclusive new enhancement to the fundamental design of ERA gives the
dealership staff instant access to a complete view of available
customer information from a dealershipwide perspective. "Information
such as how much business a specific customer represents to every
department of the dealership is now available in a single view,"
said Brown. "It's a tremendous decision support and marketing tool.
ERA ConsumerLink provides the insight a manager needs to make the
right decisions when working with a specific customer or when
designing marketing programs for a cross-segment of customers.
Transaction history, profitability, buying frequency, service and
parts revenue, credit balances, pending transactions, collection
status, even anniversaries and names of family members approaching
driving age can be incorporated into decisions," Brown added.
Retailers can also use ConsumerLink to easily identify active and
inactive customers to assist in the development of successful special
merchandising campaigns.
     Intelligent Document Routing and Printing Powered by ERA(R)
     Intellipath
     ERA Intellipath is a networked solution designed to effectively
route business communications to the consumer and throughout the
dealership. Laser document output can be routed to any laser printer
in the network and even print selected pieces of a document. For

example, a copy of a document can be directed to any network printer in any department, eliminating the need to hand-deliver the documents or write separate forms. ERA IntelliPath can batch print selected forms and sort the parts according to pre-set criteria. Copies can be sorted by customer name for quick retrieval at the cashier, by Vehicle Identification Number for easier service filing, or by invoice number for office filing.

ERA Intellipath also enables powerful point-of-sale marketing by producing items such as **service** coupons, **reminders** and thank you notes -- **automatically** triggered by the system based on pre-set criteria, such as **vehicle history** or customer visit frequency. To help enhance the dealership's image and provide easy-to-read documents, ERA Intellipath also allows a variety of user-friendly forms with varying type sizes, styles, positioning of information and special highlighted areas.

New ERA2 Interfaces Deliver New Levels of Outward Integration

ERA2 has the highest level of "outward integration" available...incorporating factory and other systems into a totally integrated retailing solution. An exciting new gateway to the Internet will provide tremendously enhanced connectivity for dealerships for communicating to consumers, third parties or even transferring information between stores.

ERALink Plugs PC Power into Information Management

ERALink is a powerful information tool that opens unprecedented access to dealership data. ERALink enables dealership staff to plug PCs into their ERA2(R) system and download data into spreadsheet, word processing or other popular off-the-shelf PC Windows(TM) applications. With its easy-to-use graphical user interface (GUI), ERALink allows users to take advantage of time savers like "point and click" and "cut and paste," so employees can breeze through tasks and easily move or copy data from one application to another. ERALink combines the flexibility of the PC with the entire suite of ERA2 applications.

ERA(R) Advantage SC

The ERA Advantage SC server provides unmatched performance and system reliability. For cost effective growth for almost any size dealership, this processor is scaleable for dealerships from one to 1,000 users. The ERA Advantage SC is based on the powerful server from Silicon Graphics Inc., that was recently named "Server of the Year" in its class by the leading trade journal, VAR Magazine.

Reynolds and Reynolds, headquartered in Dayton, Ohio, is a leading provider of integrated information management systems and related value-added services to automotive, healthcare and general business markets. The Company reported revenues of $1.44 billion for the 12 months ended Dec. 31, 1997. For more information on Reynolds and Reynolds, visit the company's World Wide Web site at http://www.reyrey.com, or call The Reynolds and Reynolds Information Hotline at 1-888-4REYREY.

ERA and SalesVision are registered trademarks and ERA2, ERALink, ERA ConsumerLink, and ERA Advantage SC are trademarks of The Reynolds and Reynolds Company. Windows is a registered trademark of Microsoft Corporation.

NOTE: The E-mail addresses below each contain an "at"
         symbol before "reyrey.com" -- this symbol may not
         appear properly in some systems.
CONTACT: The Reynolds and Reynolds Company
          Paul Guthrie, 937/485-4216
          paul guthrie@reyrey.com
               or
          Janet Brewer, 937/485-4215
          janet brewer@reyrey.com

Car dealers sold on Web customer contact solution
**(Interval introduces Service Advisor Plus, a software solution targeting
  automobile dealerships to help retain customers in the automotive
  industry)**

TEXT:
US-based software developer Interval is looking to tackle the problem of
customer retention within the automotive industry through the development
of Service Advisor Plus.

The new software package is a personalised Web page created for car
dealerships' sales and service customers. Interval claims the solution
enables the customer to do everything from tracking their vehicle
maintenance to receiving relevant updates from the dealership via the
Internet. Service Advisor Plus is also able to prompt the customer to
perform regular scheduled maintenance check-ups in addition to a whole raft
of promotional e-mail shots.

Interval CEO, Michael Moskowitz, said the development of the software came
in light of the automotive industry struggling and often failing to retain
customers and convert first time buyers into a dependable revenue stream.
He claims the average customer presents a potential value of $300,000 in
lifetime vehicle sales and maintenance, therefore pushing the question of
retention to the fore.

"Dealerships are great at selling and servicing cars and trucks," he said.
"However, they need help retaining customers and creating new revenue
opportunities through repeat sales and service. This software is
invaluable, converting dealer customer databases into prospecting tools."

According to Moskowitz, the system now provides a communications pathway
that promotes customer loyalty and builds repeat business through
conscientious attention to car owner needs.

"For consumers, our goal is to make the ownership experience more
convenient, economical and fun. Each personalised **Web   page** can track
multiple **vehicles** and include personalised **maintenance** schedules,
vehicle   histories , service and pricing specials. Soon, we will be able
to provide a virtual dealer parts and accessories store, travel planning
and traffic updates," he said.

According to Interval, the product -- which debuted at trade shows in the
US last month -- is already attracting considerable attention from within
the industry. "Automotive service retention has been an industry challenge
for decades," explained Moskowitz. Interval already lists Mazda and General
Motors among its client base.

2/9/2   (Item 2 from file: 9)
DIALOG(R)File   9:Business & Industry(R)
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1900464   Supplier Number: 01900464   (THIS IS THE FULLTEXT)
Internet can bring buyers back to dealership, brand
(In 1996, about 6% of households used the Internet to shop for a new car
  and nearly a third of consumers surveyed intend to use it for their next
  car purchase)
Automotive News, n 5722, p 18
July 14, 1997
DOCUMENT TYPE: Journal ISSN: 0005-1551   (United States)
LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 750

ABSTRACT:
In 1996, about 6% of households used the Internet to shop for a new car and
nearly a third of consumers surveyed intend to use it for their next car
purchase, according to Andersen Consulting. The number of automotive Web
sites is also growing, with almost 3,000 dealers setting up Web pages in
1996.

TEXT:
DONNA LAWRENCE HARRIS
Staff Reporter

photos omitted

The Internet will evolve from an ad medium into an interactive marketing
tool that generates repeat business for dealers and automakers, said Len
Sherman, a partner at Andersen Consulting in New York.

Sherman, a speaker last month at the National Automobile Dealers
Association's symposium in Chicago on industry relations, demonstrated how
a manufacturer's Web site could be designed to lure car buyers back to the
dealership.

A customer who buys five vehicles over time is worth a $15,000 profit to a
dealer and a $10,000 profit to the manufacturer, he said. The profits are
higher for the dealer because of the potential to attract new service
business.

INTERNET BOOM

The Internet's growing popularity makes it a viable medium to talk to
customers. Last year, about 6 percent of households used the Internet to
shop for a new car and nearly a third of consumers surveyed said they
intend to use the Net to make their next car purchase, said Sherman.

The Internet's popularity is greatest among younger buyers. Seventeen
percent of first-time buyers shopped for cars on the Internet, he said.

The number of automotive Web sites is also growing. In the last year,
almost 3,000 dealers set up Web pages, Sherman pointed out. When you add
automakers, parts and accessory providers, repair outlets, finance
companies, rental companies and other consumer automotive services, there
are 2,700 automotive Web sites, he said.

JOIN THE CLUB

Sherman suggests using "relationship marketing" on the World Wide Web. When
companies use relationship marketing, they customize the delivery of
products, services and communications for customers.

Automakers could set up personalized Web sites using current Internet
technology. A customer who visits the site faces choices tailored to his or
her needs and interests.
Sherman uses an example of an imaginary dealer, Aspen Motors Co.

Aspen sets up a Web site called "Club Aspen." Each customer has an identification code he uses to access the club. All of the choices customers make during their visits to the site are recorded and traceable to their identification code.

The first page of the site pictures a highway with the following road signs:

* "Down the Road" for making long-term choices such as vehicle purchases, trade-ins and disposals.

* "Up Ahead" for answering needs that come up in the near future, such as warranty service and trips.

* "Right Now" for immediate needs such as emergencies, diagnosis, repairs.

* "Behind You" for account history, which includes such files as service records.

Using a mouse, a customer would point and click on one of the signs to access his service **records** , set up an appointment for warranty service, or consider a new **vehicle** , for example.

The **Web** **page** also features reminders for recommended **maintenance** and next warranty service.

RACKING UP SALES

If a customer clicks on the "Up Ahead" sign, he finds a screen offering a variety of choices, such as preparing for a move, a new baby or a trip. He selects "planning a trip" to prepare for a ski vacation. The trip planning screen shows a six-item checklist, including:

* "Who's Going Where," which features information on destinations and accommodations.

* "The Things We'll Do," designed to help plan activities.

* "The Things We'll Need," designed to help pack for the trip.

* "Things to Prepare," showing the steps to take to prepare a vehicle, home and ski equipment for the vacation.
* "People to Call," offering a checklist of individuals to call before going away, such as a house sitter or circulation department of a newspaper.

* "Tasks to Get Back To," reminders of what tasks to perform after returning from vacation.

The sequence offers dealers business opportunities, such as the chance to get customers into the service department to weatherize their cars or the chance to sell equipment, such as ski racks.

For example, a customer might click on the "ski rack" option under "Things We'll Need." The next page features a selection of ski racks that are compatible with the customer's car. He can click on one of the ski rack models for more information.

Customers choose the "car winterization" option under "Things to Prepare" to get vehicles ready for a long trip. They can set up an appointment using the Web site's service scheduling option. The site also promotes a menu of recommended maintenance items.

Sherman believes this sort of customized Web site eventually will become common as the industry increases its knowledge of Internet marketing.

photo omitted

ABSTRACT: Electronic Data Systems Corp. plans to handle the online
operations for a collision-repair management firm, First Priority Group
Inc. With a new Web site dedicated to repairing wrecked vehicles, the
companies hope to drive the booming online automotive services market.

TEXT: $30B market awaits

Electronic Data Systems Corp. plans to handle the online operations for a
collision-repair management firm, First Priority Group Inc., the companies
announced last week. With a new Web site dedicated to repairing wrecked
vehicles, the companies hope to drive the booming online automotive
services market.
Plano, Texas-based EDS and First Priority Group (FPG) in Plainview, N.Y.,
will jointly operate www.driversshield.com. The password-protected Web site
will offer collision-repair management services for car and truck owners
and their insurance carriers. The two companies plan to start processing
insurance claims this month.

The collision repair market will reach $30 billion this year, EDS and FPG
officials estimated.

EDS wouldn't disclose the revenue-sharing plan that it and FPG agreed upon.
But it did say it plans to develop the Web site and handle the information
management systems while FPG will focus on building relationships with
customers and insurance carriers.

EDS struck a similar revenue- and cost-sharing relationship with Sony
Corporation of America earlier this year in an agreement that calls for EDS
to create and support the www. metreon.com Web site for Sony's Metreon
entertainment center in San Francisco.

FPG manages collision repairs at participating body shops on behalf of its
corporate customers, which include IBM and The Coca-Cola Co. The body shops
pay fees to participate in FPG's referral service.
Aid to Agents

FPG CEO Barry Siegel said the online service will initially target
insurance carriers, which in turn may grant user privileges to their
customers.

"There are a great deal of details to consider, like choosing an extended
warranty; which requires speaking with a management group and interceding
between the consumer and the body shop. It takes time," said Siegel, adding
that it can take "days or weeks to log repairs."

The www.driversshield.com site will allow insurance agents to access
qualified repair facilities for information on bids, scheduling, repair
records and the like via a Web browser. Customers of participating
insurance companies will be able to schedule **repair** work and arrange for
loaner **vehicles** via the **Web site** next year, Siegel said.

But automotive industry analyst Art Spinella questions whether adding
middle management to collision **repairs** offers a convenience to **vehicle**
owners.

"It doesn't sound long-lived," said Spinella, a vice president at CNW

Marketing/Research Corp. in Bandon, Ore. "I'm not sure consumers want to interact with repair shops this way," he said, adding that they might "prefer to let the insurance company deal with the details."

Spinella said many insurance carriers, including State Farm Mutual Automobile Insurance Co. in Bloomington, Ill., already offer claim-forms processing, repair scheduling, agent locators and other services online.

2/9/4   (Item 1 from file: 16)
DIALOG(R)File   16:Gale Group PROMT(R)
(c) 2005 The Gale Group. All rts. reserv.

06663193   Supplier Number: 55871727   (THIS IS THE FULLTEXT)
Powering up one-stop portals : Cotelligent steers its automotive portal
  model toward new vertical markets.
Madden, John
PC Week, p55
Sept 27, 1999
ISSN: 0740-1604
Language: English   Record Type: Fulltext
Document Type: Magazine/Journal; Tabloid; General Trade
Word Count: 470
TEXT:
 Corporate customers looking for ways to create a single point of
information access can soon turn to a San Francisco-based IT services
provider for industry-specific portals.
     Cotelligent Inc. is launching an ePortals Group, hoping to develop
repeatable portal services for customers in health care,
automotive/transportation, consumer packaged goods/manufacturing, financial
services/insurance and utilities.
     About 100 employees are dedicated to ePortals, according to Richard
Hirsh, vice president of Cotelligent's technology solutions unit.
     "This is where we're starting; we'll broaden from here," Hirsh said.
"Within the vertical markets, we're going to be very opportunistic."
     Cotelligent is building upon its successful deployment of a series of
automotive portals launched in conjunction with Market Drive Interactive
Inc. Those portals, which go by a number of different names, have already
been deployed to more than 30 car dealerships for First America Automotive
Inc., based in San Francisco.
     The portals give car buyers access to a personalized **Web   site**
with relevant information about **vehicles** , **maintenance** schedules and
repair   histories . The portals also contain discussion areas and bulletin
boards to sell parts online. Cotelligent is now marketing the portals to
automakers and other car dealerships.
     Hirsh said that while the automotive portals are up and running, the
company is still working on prototypes for other industries.
     Portals appeal to both e-commerce and traditional companies trying to
attract customers by providing large amounts of content that can be updated
frequently. Gartner Group Inc., of Stamford, Conn., predicts that about 500
vertical marketplaces will be established by the end of the year.
     "There's no secret that there is a trend toward verticalization, or
personalization," MarketDrive President Rob MacNaughton said of portals. "I
think this is a manifestation of that. It's just not enough to be a
technology provider."
     The automotive portals, as with all of Cotelligent's portals, are
built on a Microsoft Corp. platform, using SQL Server 7.0, eCommerce Server
and Site Server on the back end. Cotelligent and Microsoft are longtime
partners.
     MacNaughton acknowledged that "we made a bet early on" that Microsoft
products could provide the necessary infrastructure over Unix or even Linux
platforms. "Our due diligence led us to believe that Microsoft was the way
to go," he said.
     MacNaughton said other high-traffic sites have used a Windows NT
platform without a problem.
     At the time the portals were being developed, "Unix [seemed] to take
a lot more to maintain, [and] Linux didn't seem to be a viable option," he
said.
     Steven Lane, an analyst with Aberdeen Group, in Boston, said the
creation of a portals group is a "specialized move" for Cotelligent, one
that should gain attention from its installed client base.
     Cotelligent also has extensive experience building a reliable product
on Micro soft's platform in the enterprise space, Lane said.
     Cotelligent can be reached at (888) 683-6400 or www.cotelligent.com.
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Internet helps fleet managers trim costs.
Purchasing, p72(1)
Nov 19, 1998
ISSN: 0033-4448
Language: English   Record Type: Fulltext
Document Type: Magazine/Journal; Trade
Word Count: 376
TEXT:
 When field managers at drug and pharmaceutical producer Glaxo Wellcome
wanted information about how employees maintained their company cars,
Shirley Collins, fleet manager, went straight to the company that manages
this part of Glaxo's buy. She said she wanted "real-time access to this
kind of information," to support the company's extensive network of
employees.
        PHH Vehicle Management Services created a secure section of its web
site, called PHHInterActive, and provided information from a detailed
database to customers that use some of the 700,000 **vehicles** it handles.
Now, in "a couple of clicks," says Collins, she can "see the whole
maintenance   history of a **vehicle** in real time and tell a manager about
it right away."
        The   **web   site** offers several features that enable customers to
make decisions about their fleets whenever it fits their own schedule or
needs. Options on the web include ordering vehicles online, access to
billing, fuel, and safety and accident information. Glaxo also can access
dozens of summary exception reports.
        Glaxo even linked its intranet to PHH to promote use of the database.
Various departments of the company have access to certain types of
information. Purchasing and other departments can track different data for
specific purposes. Collins says her company benefits from the fact that
Glaxo departments can customize the information for reports.
        PHH is continuing to add to its web database. By year-end, the
company will have information about out-of-service fleet cars that are
available to employees as well as policy manuals for fleet, cellular
phones, and driver safety.
        The web database complements another key component of PHH's
relationship with Glaxo. Collins says that PHH's "complete vehicle
operating analysis for Glaxo" provided valuable information such as a state
of the business and a "benchmark against Glaxo's industry composite." PHH
tailored recommendations for "savings opportunities, using Glaxo's own
vehicle data," she notes.
        For example, PHH "recommended that we move 20% to 25% of our
used-vehicle sales to retail consignment, and that we do a better job
pricing our vehicles for sale to employees," notes Collins. She says that
since the 1997 analysis, both ideas have been implemented with "good
results." Ultimately, Collins says that her company can make "decisions
based on a solid understanding of costs," due to PHH's supportable
recommendations.

 DONNA LAWRENCE HARRIS
     Staff Reporter
     The Internet will evolve from an ad medium into an interactive
marketing tool that generates repeat business for dealers and automakers,
said Len Sherman, a partner at Andersen Consulting in New York.
     Sherman, a speaker last month at the National Automobile Dealers
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     A customer who buys five vehicles over time is worth a $15,000 profit
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     The first page of the site pictures a highway with the following road
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     'Up Ahead' for answering needs that come up in the near future, such
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     'Right Now' for immediate needs such as emergencies, diagnosis,
repairs.
     'Behind You' for account history, which includes such files as
service records.
     Using a mouse, a customer would point and click on one of the signs
to access his service **records** , set up an appointment for warranty
service, or consider a new **vehicle** , for example.
     The **Web   page** also features reminders for recommended **maintenance**
and next warranty service.
     RACKING UP SALES
     If a customer clicks on the 'Up Ahead' sign, he finds a screen
offering a variety of choices, such as preparing for a move, a new baby or

a trip. He selects 'planning a trip' to prepare for a ski vacation. The trip planning screen shows a six-item checklist, including:

'Who's Going Where,' which features information on destinations and accommodations.

'The Things We'll Do,' designed to help plan activities.

'The Things We'll Need,' designed to help pack for the trip.

'Things to Prepare,' showing the steps to take to prepare a vehicle, home and ski equipment for the vacation.

'People to Call,' offering a checklist of individuals to call before going away, such as a house sitter or circulation department of a newspaper.

'Tasks to Get Back To,' reminders of what tasks to perform after returning from vacation.

The sequence offers dealers business opportunities, such as the chance to get customers into the service department to weatherize their cars or the chance to sell equipment, such as ski racks.

For example, a customer might click on the 'ski rack' option under 'Things We'll Need.' The next page features a selection of ski racks that are compatible with the customer's car. He can click on one of the ski rack models for more information.

Customers choose the 'car winterization' option under 'Things to Prepare' to get vehicles ready for a long trip. They can set up an appointment using the Web site's service scheduling option. The site also promotes a menu of recommended maintenance items.

Sherman believes this sort of customized Web site eventually will become common as the industry increases its knowledge of Internet marketing. AN

08461189 (THIS IS THE FULLTEXT)
NADA Appraisal Guides Anchors Strategic Partnership with Boating.com
PR NEWSWIRE
November 30, 1999
JOURNAL CODE: WPRW   LANGUAGE: English   RECORD TYPE: FULLTEXT
WORD COUNT: 593

    Comprehensive Marine Information Resources Now Available Through NADA Guides Online
    IRVINE, Calif., Nov. 30 /PRNewswire/ -- NADA Appraisal Guides, the world's largest publisher of appraisal guides for used vehicle values, today   announced   its   alliance   with Boating.com, Inc., the leading information resource for the marine and fishing industries. With this partnership, Boating.com will be the exclusive marine news, weather and information   content   provider   for NADA Appraisal Guide's web site, www.nadaguides.com. Additionally, visitors to the Boating.com web site will be able to link to nadaguides.com to research pricing information on a wide variety of marine and aquatics equipment and vehicles.
    "After a lengthy search to partner with content providers, we are very excited to have chosen Boating.com to be the exclusive marine content source for NADA Appraisal Guide's web site, www.nadaguides.com," said Lenny Sims, General Manager of NADA Appraisal Guides. "This strategic partnership unites two forward-thinking organizations that will deliver even more valuable information to consumers on a daily basis. We view this alliance as a cornerstone relationship to provide marine-related content to our online boating community."
    For over 66 years, NADA Appraisal Guides has been the world's largest publisher of appraisal guides for used vehicle values, including cars, trucks, vans, boats, RVs, sport utility vehicles and motorcycles. Providing comprehensive value information on anything that rolls, floats or flies, NADA Appraisal Guides distributes over 7 million appraisal guides each year to consumers and industry specialists world-wide. NADA Appraisal Guides also provides comprehensive vehicle value information to consumers who are interested in learning about the retail worth of a particular vehicle in today's market -- from Corvettes to motorcycles to jet skis as well as yachts, luxury motor homes and, in the near future, aircraft.
    The NADA Marine Appraisal Guide book has been providing valuable information to the boating community including low, average and high used value information on inboards, outboards, sailboats, houseboats and yachts. Additionally, the Marine guide offers trailer value and regulation information, model identification codes and comprehensive model cross reference sections and outboard and inboard engine option sections.
    "We   are very excited about our newly formed partnership with nadaguides.com," said Tom King, President of Boating.com. "Boating.com, Inc. is committed to providing the boating and fishing communities with up-to-the-minute   news and information as well as promoting safety, awareness, products and services for all facets of the marine industry. We believe nadaguides.com also offers a comprehensive, leading-edge service to its consumer-base."
    Boating.com is considered to be the world's premier boating and fishing web site, offering important news and information shaping the marine industry, including safety tips, free classifieds, live weather updates and offshore buoy data and an online boating and fishing store. Additionally, Boating.com has developed partnerships with local and national boating and fishing organizations to promote safety awareness and marine products and services nationwide.
    "It's   simple.   Our   partnership with Boating.com signifies our commitment to continually enhance and improve the services we provide to our online community," said Sims. "That's why we are committed to updating and improving our web site to provide our customers with the most comprehensive information available on the market today."
    www.nadaguides.com offers valuable finance and insurance information, Lemon Check services for consumers who are interested in the **maintenance** and **repair history** of a particular **vehicle** as well as a new line of consumer-focused publications available on the **web   site** . Additionally,

NADA Appraisal Guides are the most used source of value information for government agencies, insurance providers and financial institutions world-wide.

/CONTACT: Jennifer Bowser, ext. 11, or Betsy Isroelit, ext. 17, both of RBI Communications, Inc., 323-960-1360, for NADA/ 08:01 EST

Personalized Auto Web Pages Makes Dealerships the Place to Go for Service
PR NEWSWIRE
June 03, 1999
JOURNAL CODE: WPRW   LANGUAGE: English   RECORD TYPE: FULLTEXT
WORD COUNT: 463

    New   Service Advisor Plus Offers New Way to Improve Customer Retention
and
    Aftermarket Sales for Dealers
    SANTA   MONICA,   Calif.,   June 3 /PRNewswire/ -- Santa Monica,
Calif.-based   computer   software   developer Interval, Inc. has successfully
answered   the   automotive   industry's   age-old question of how to turn
first-time buyers into lifelong customers.
    Service Advisor Plus is a personalized Web page created for the
dealership's sales and service customers, offering them the opportunity to
do everything from tracking their vehicle maintenance to receiving relevant
updates   from   the   dealer.   Via Internet connections from the dealership's
Web-sites to the customer's personal Web page, Service Advisor Plus is able
to prompt the customer to perform regular scheduled vehicle maintenance, as
well   as   provide   valuable   coupons   for   services.   The   result   is   a
communication pathway that promotes customer loyalty and builds repeat
business through conscientious attention to car owner needs.
    With the average car buyer representing more than $300,000 in vehicle
sales and service to dealerships over their lifetimes, customer retention
is an extremely important issue among automotive dealers.
    "Dealerships are great at selling and servicing cars and trucks," says
Interval CEO and Founder Michael Moskowitz. "However, they need help with
retaining   customers   and creating new revenue opportunities through repeat
sales and service. Service Advisor Plus is invaluable, converting dealer
customer databases into prospecting tools.
    "For   consumers,   our   goal   is   to make the ownership experience more
convenient, economical and fun. Each personalized **Web   page** can track
multiple **vehicles** and include personalized **maintenance** schedules,
 vehicle   histories , service and pricing specials. Soon, we will be able
to provide a virtual dealer parts and accessories store, travel planning
and traffic updates."
    Here's how it works. Interval creates a personal vehicle Web page for
each of the dealer's sales and service customers. Customers are then
notified about the creation of their Web page that can be tailored to match
individual driving habits. Service Advisor Plus opens new information
channels between dealers and customers, relaying information like service
bulletins, recall notices and service specials.
    The concept, which debuted last month at industry shows in Las Vegas,
has already attracted widespread interest from the automotive community.
    "The   response has been overwhelming from the beginning," says
Moskowitz. "Automotive service retention has been an industry challenge for
decades, so dealerships and manufacturers have been quick to realize that
Service Advisor Plus is the answer to the long-standing dilemma of building
and maintaining good customer relations.
    "Service Advisor Plus is the future -- the first Internet-based
customer management source for dealerships that increases repeat business
and service revenue by building customer loyalty and promoting affordable
vehicle maintenance."
    /CONTACT: Jeff Green, 310-224-4961, or Alain Mazer, 310-224-4944, both
of Pacific Communications Group for Interval, Inc./ 13:35 EDT
    //Begin Meta Data// News Source:PR News Wire Subject:N/PR N/PREL N/PDT
Message 001328 from PR

What is the worst nightmare of an enterprise executive launching a
new E-business Web site? Having potential users and customers shut out -and
unable to make purchases-because of "audience overload" that overwhelms
the server.

So executives from PHH Vehicle Management Service, a huge, national
fleet leasing and vehicle management service company based in Hunt Valley,
Md., took great pains to make sure that did not happen on their new
E-business site, which was revamped in February.

And they turned to a Boston-based enterprise partner to help
guarantee that the level of service PHH provides to its Fortune 500- type
client list is of the highest caliber.

Anticipating a sizable audience for their new customer-service-
oriented Web site, executives at PHH, a division of Cendant Corp., made
sure running a serious load-test was foremost on the list of priorities
before the E-business site actually was opened for business. The planning
paid off. PHH's Web site usage went from a scanty 100 hits in June 1998
when its first site was launched to 93,000 hits last February. (In late
May, Cendant agreed to sell its vehicle leasing unit, which includes PHH,
to Avis Rent A Car Inc. for $1.8 billion in cash and preferred stock.)

The testing proved useful, and PHH executives discovered that
having a popular Web site could prove to be a problem but one most
enterprise companies would love to claim.

"Because we've tested for much more (usage), we were scalable,"
said Mickey Lutz, vice president of information technology at PHH. " Our
average hit rate tripled in a period (of a few months). These are problems
we like to have, but it's your nightmare and your dream all at one time."

Lutz and other PHH executives anticipated this kind of vast,
simultaneous usage early on because of the breadth of enhanced, convenient
services the company planned to offer its customers via the Web.

The enterprise company manages about 700,000 vehicles for about one
-third of the nation's Fortune 500 companies. Knowing that losing business
to competitors could happen because of lackluster services and customer
support, PHH executives took no chances. They decided they needed the
expertise of an enterprise partner.

The company quickly hired Ovation Software Testing Inc., a Boston-
based integrator that concentrates solely on load-testing of enterprise
Internet sites.

Initially, the integrator set out to prove itself. Executives spent
two days at PHH's offices working closely with the company's senior
technical engineers. They took pains to demonstrate to them how the
load-testing technology worked, as well as mapping out a proof-of- concept
report before the company even committed to the integrator and its
technology.

After the two-day period, PHH asked for a status report from one of

its engineers. Rich Bolstridge, president of Ovation, said the engineer gave rave reviews of both the software and Ovation. It was an endorsement that pleased the integrator. "We really needed it," he said, noting it was the first time PHH and the integrator had worked together.

The testing technology used was Mercury Interactive Corp.'s LoadRunner. And, in fact, it was Mercury that introduced the enterprise client and the integrator.

"There's not a lot of expertise out there that you can call on to help do load-testing, so we called Mercury and said, 'We can't do this on our own,' " said Glen Schulze, quality assurance manager with PHH.

The company was very impressed with Mercury's methods for conducting tests. They are run separately from the company server so that results come out more accurately and can simulate the Web site's response time to dozens or even thousands of end users via a single NT server.

Mercury executives said it was LoadRunner's capture replay technology that enables such capabilities. The technology simulates user activity from the browser to the rest of the enterprise system to create a virtual user. This virtual user is then given a variety of data, such as travel location and, suddenly, a multiuser scenario is created.

"Our tool acts like 10,000 (or more) people all sitting and using the application at the same time . . . using minimal hardware," said Diane Hagglund, senior manager of E-business product marketing for Mercury, Sunnyvale, Calif.

E-business applications have a very complex architecture and include four distinct tiers: the client or browser, the Web server, the application server and the back-end database, according to Hagglund.

"The idea is that you have all these pieces you need to work together in an application, and the only way to verify if they'll work together and scale to handle thousands of users is to actually put the load on your system," she said. Mercury's tool simulates such a load of users, she added.

In addition to running load-testing tools for E-business applications, LoadRunner is used as a testing tool for client/server enterprise resource planning and legacy systems.

Without this tool, Mercury executives said an enterprise would need at least 10,000 PCs to conduct similar load-tests. This software, on the other hand, relies on just a few Unix or NT servers.

Having a partnership philosophy was central to the success of the enterprise client, the integrator and the vendor, especially in an E-commerce setting. The technology used is often so new that corporate customers are not always equipped to take on the integration and management of the task. That is why they turn to an enterprise partner.

This partnership philosophy resulted in an ongoing relationship among the three parties involved in the PHH installation, PHH executives said.

"Many consultants come in and do it for you, and then they leave," said Lutz. "(Bolstridge) is a teacher. He sits down and understands the problem very quickly, conceptualizes it, and then plans how to solve it, then helps you plan to solve the problem."

Not only does Bolstridge manage the load-test project for PHH, but he continues to train new employees on the technology, Lutz said. " Knowledge-transfer. That's what Rich does,'' he added.

Ovation, which has participated in Mercury's channel program for several years, implemented a program with PHH called the Mercury Implementation Guidance, which focuses on instructing enterprise engineers

about the technology.

"This isn't the kind of technology where you can just throw
LoadRunner in (an enterprise) and it sticks. It's a new product,"
Bolstridge said. "I helped them build a team internally so they could be
self-sufficient. I'm there to help them do the work.

"We determined right away the site could only handle a handful of
users, which was very much under (the level of support) they needed," he
added.

As a result, he and a team from PHH conducted a series of test runs
to determine the correct configurations of hardware needed to run the Web
site, such as whether to use Unix or NT as a Web server. The test also
helped determine that the enterprise network's firewall capacity was
overextended. It also was used to check if the company's Web authoring
tool was performing properly.

"There were a lot of configuration issues we helped them resolve,"
he said.

LoadRunner, which starts at $40,000, includes monitors that help
pinpoint performance bottlenecks in the enterprise network and track
delays to determine which segments of the network are causing overload.

"Performance-tuning is a difficult task. It's more of an art than a
science," Hagglund said. "We try to give you indicators of where to look
for the problem." The monitors will direct an engineer to the faulty
portion of the network in order to find, for example, a blown router.

Since the start of the project 18 months ago, this first testing
phase took about six months. Ovation currently is involved in the second
phase of the project, which will determine benchmarking capacity and make
the necessary changes to the site as it matures so that performance is not
jeopardized. Eventually, the second phase also will yield a monitoring
facility so that when the site is down, the appropriate personnel will be
notified automatically via pagers and E- mail.

It took the integrator and enterprise team about two weeks to
create the initial load-tests, which covered 30 to 40 Internet Web pages
of PHH's site. The enterprise company continues conducting those tests
every few months, or with major site upgrades.

The upgrade in service delivered via the Web site is impressive.
Where PHH customers previously had to wait for monthly printed reports on
the cars they were leasing, the **Web   site** now offers them on-demand
information for their leased **vehicles** . The data includes **maintenance
records** , mileage **records** and motor **vehicle   records** of car drivers.

Advertising such upgraded services and then not being able to
deliver because of network overload not only would have been embarrassing,
but also would have been detrimental to the company's business, executives
said.

Since PHH was acquired by Cendant about 18 months ago, its IT needs
have grown even greater, executives said. As a result, the Web site has
had to expand to include a host of additional data.

"PHH's Web site has become an on-demand site where a customer can
log in with a secured password. So PHH was concerned because they've never
done this huge of an enterprise Web site before, and it was critical that
they got good response time," Bolstridge said.

"Intuitively, we just know that we'd better have double the (
bandwidth and computer) power necessary to serve our customers," Lutz
added.

Customer Profile

Company: PHH Vehicle Management Service

Location: Hunt Valley, Md.

IT Executives: Mickey Lutz, vice president of information technology; Glen Schulze, quality assurance manager

The End Game: Offer enhanced services to large corporate customers on Web site.

-

Partner Profile

Company: Ovation Software Testing Inc.

Location: Boston

Integrator Executive: Rich Bolstridge, president

The Game Plan: Load-test all key applications on revamped E-business Web site to ensure that customer demand will not overwhelm server capability and services can be maintained.

DIALOG(R)File 713:Atlanta J/Const.
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CONSUMER ACTION CENTER LEMON LAW WON'T COVER USED CAR, SO TRY TO GET WARRANTY HONORED
Atlanta Journal-CONSTITUTION (AJ-CONSTITUTION) - Sunday, February 7, 1999
By: Kevin Caston
Section: Business   Page: D/(CONSTITUTION): 07
Word Count: 325

MEMO:
Home

TEXT:
Each Sunday, we feature questions from consumers who call the WSB Consumer Action Center. If you have a consumer question, you can get answers by calling the number below, weekdays, 10 a.m.-7 p.m. 404-892-8227

   Q: I bought a used car in December that turned out to be a lemon. I've had continuous problems with it since I drove it off the lot. I've taken it to three different repair shops to get it fixed but to no avail. The car came with a 90-day warranty, but the dealer refuses to even look at the car. Also, I found out the dealership doesn't have a license to operate in the state. What can I do? --- T.T., Atlanta

   A: Unfortunately, because it's a used car, you can not file a claim under the state's lemon laws. These laws cover problems with new cars only. Besides trying to pressure the dealer to honor the 90-day warranty before it runs out, there's really nothing you can do. You can always sue the dealer, which will cost you more money. Also, you can file a complaint against the dealership with the state Board Registration of Used Motor Vehicle Dealers (404-656-2282) to report that the dealership is operating without a license. Keep in mind, however, that the licensing board probably won't help you get your car fixed or your money back.

   Here are some tips when purchasing used cars: Test drive the car and have it inspected by a diagnostic mechanic. If the dealer refuses, that should tell you not to buy that car or any other car from that dealer. Go to the Edmund's **Web site** (www.edmunds.com) to find out what a **vehicle** is worth. Know the **repair record** for the model you're considering, and only buy a car with a good repair **record** . Check with Consumer Reports, which lists repair records for used cars, price ranges and used cars to avoid.

AUTO CLUB SO CAL: Auto Club helps car owners and travelers become savvier shoppers on the Internet

August 15, 1996

Byline: Business Editors/Automotive Writers
Dateline: LOS ANGELES
Time: 13:51 PT
Word Count: 395

LOS ANGELES--(BUSINESS WIRE)--Aug. 15, 1996--Car owners and travelers who cruise cyberspace can retrieve consumer information to buy or maintain their vehicles, research potential travel destinations and discounts and book travel plans online, according to the Automobile Club of Southern California, which has launched a World Wide Web home page at http://www.aaa-calif.com/.

Among the 300,000 Web sites currently available, more than 4,000 relate to travel. Visitors to the Auto Club Web site can find a scope of travel and vehicle ownership information at one Internet address rather than searching dozens more for the same type of information.

"Auto Club Web site visitors can access travel, automotive and insurance information provided by industry experts and do it when it's most convenient for them," said Layna J. Browdy, corporate communications manager for the Auto Club.

By visiting the Auto Club Web site, browsers can access the following:
   -- auto ownership, maintenance and insurance, including tips on what to do following a vehicle accident or breakdown and local listings for Auto Club approved repair facilities and DMV services;
   -- auto travel planning tips; hotel and attraction discount information;
   -- cruise and tour package information and preliminary booking for select tour packages; shopping for quality travel maps, international guide books and childrens' travel activity books through the Auto Club Bookstore;
   -- current CalTrans traffic reports from color maps of California highways and freeways; and
   -- detail regarding Auto Club travel, roadside assistance, insurance and DMV services, Auto Club **history** and news, traffic safety, and travel and **vehicle maintenance** information.

At the **Web site**, red keys identify those services available exclusively to Auto Club members, including member-only travel and retail discounts, personalized travel planning assistance, calendar of events and AAA hotel and restaurant ratings; auto insurance and auto financing quotations, updated lists of Auto Club-approved vehicle repair facilities and bulletin boards where they can share travel and automotive information with other Auto Club members.

The Automobile Club of Southern California, the largest affiliate of the American Automobile Association, has been serving members since 1900. Today, the Auto Club's 4.3 million members benefit by the organization's emergency road service, public safety programs, travel planning, highway and transportation safety programs, automotive pricing, buying and financing programs, automobile and homeowners insurance and legislative advocacy.

   CONTACT: Automobile Club of Southern California
             Layna J. Browdy/Jeffrey Spring, 213/741-4410

G.M. Sales Fell in March, Missing Auto Makers' Boom
MICHELLE KREBS
New York Times, Late Edition - Final ED, COL 03, P 5
Thursday April 8 1999
DOCUMENT TYPE: Newspaper JOURNAL CODE: NYT LANGUAGE: English
RECORD TYPE: Fulltext SECTION HEADING: SECTC
Word Count: 680

ABSTRACT:
    General Motors Corp missed out on sizzling vehicle sales in March,
reporting its car and truck sales fell fell 2.2 percent, to 458,345 cars
and trucks, compared with sales in year-earlier period; sales rose 5.9
percent for the quarter (M)

TEXT:
    DETROIT, April 7 - The General Motors Corporation missed out on
sizzling vehicles sales in March, reporting today that its car and truck
sales fell more than 2 percent from those in the month a year earlier.
    Every auto maker except G.M., Mazda and Suzuki reported higher sales in
March, and some set March and first-quarter records.
    Analysts had forecast a 2 percent gain, but G.M. said its total sales
fell 2.2 percent in March, to 458,345 cars and trucks, compared with sales
in the period a year earlier. For the quarter, G.M.'s car and truck sales
rose 5.9 percent. G.M.'s share of the United States car and truck market
stood at 29.6 percent in March, according to **Morgan** & **Company** , an
automotive **research** and forecasting firm in West Olive, Mich. That is
down from 32.7 percent last year and below the auto maker's goal of 32
percent for the year.
    Shares of G.M. fell $4.375, or nearly 5 percent, to $86.6875.
    Roy S. Roberts, G.M.'s vice president and group executive for North
American vehicle sales, service and marketing, said he hoped G.M. would end
the year "somewhere north of 30 percent" for market share. He attributed
lower March sales to several factors, including problems in G.M.'s
vehicle-ordering system for dealers, the reorganization in January of
G.M.'s field operation, which assists dealers, and shipping problems in
Canada.
    Most significant, however, G.M.'s sales of trucks, the hottest part of
the vehicle market, dropped 5.9 percent in March compared with sales in the
month a year earlier. The sales decrease was largely a result of G.M.'s
inability to maintain production of its new full-size Chevrolet Silverado
pickup truck to keep up with demand. G.M. has been unable to make up truck
production lost last summer during a two-month strike at two parts plants
in Michigan that closed almost all of G.M.'s North American assembly
plants.
    Mr. Roberts estimated G.M. could have sold 15,000 more full-size pickup
trucks had it been able to produce them. Sales of G.M.'s small pickup
trucks also declined, company officials said, because of heavy incentives
offered by competitors. Still, G.M. plans to build 250,000 more trucks this
year than last year.
    Based on the strength of its new compact Oldsmobile Alero and Pontiac
Grand Am and its new midsized cars, like the Buick Regal and Century,
G.M.'s March car sales rose 1.1 percent, to 251,539 vehicles, even though
it is selling three fewer models than it was a year ago. However, sales of
G.M.'s large cars and luxury automobiles, another hot part of the market,
fell.
    Cadillac, which held onto the luxury vehicle leadership only by
instituting a year-end sales blitz in 1998, had a 15.7 percent sales
decline in March. Cadillac ranked fifth behind Lincoln, Mercedes-Benz,
Lexus and BMW in luxury-vehicle sales for the month and the quarter. Though
Cadillac added the Escalade, a full-size sport utility vehicle, to its
lineup to compete against the phenomenally successful Lincoln Navigator
this year, Cadillac car sales across the board, including the relatively
new flagship Seville, were down in March and for the quarter.
    G.M., along with other auto makers, vastly underestimated the strength

of vehicle sales for the first quarter and planned its production accordingly. Instead of the market selling at an annual rate of 15.2 million vehicles as G.M. had predicted, the market ran at a rate of nearly 17 million vehicles in the quarter, said Mike DiGiovanni, G.M.'s chief forecaster.

Indeed, at the start of 1999, G.M. forecasters predicted annual sales would total between 15 million and 15.5 million cars and trucks. They have since increased their forecast to about 15.7 million. In total, auto makers sold 1,536,258 cars and light trucks in March, up 7.8 percent compared with results in the same month a year earlier, according to **Morgan & Company**